



Support Services Coordinator

POSITION PROFILE

Division	Shire Planning	Status	Full time, permanent
Unit	Development Services	Salary Grade	
Reports to	Development Assessment and Certification Manager	Reviewed	September 2022

STRATEGIC INTENT

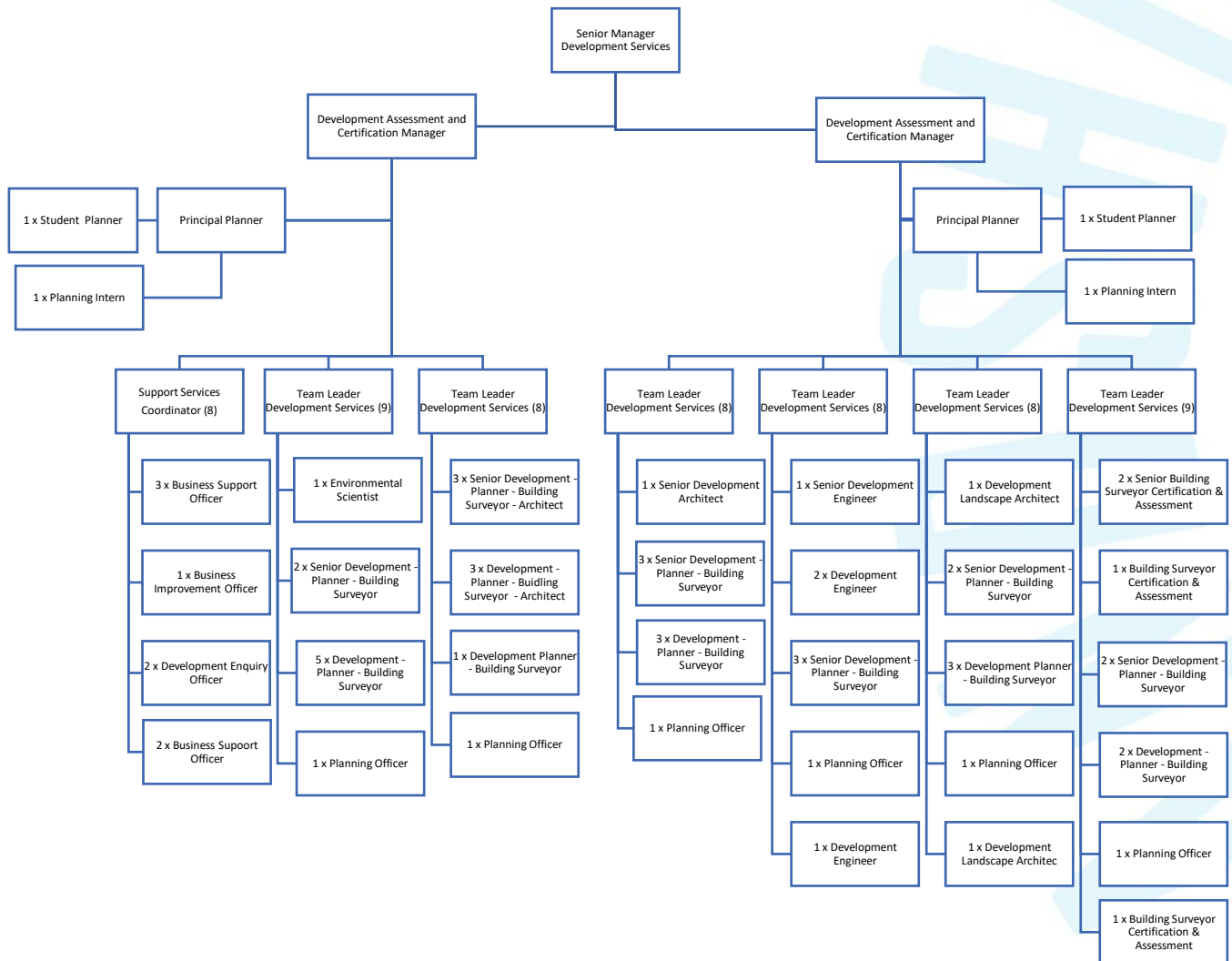
Provide business support to the Development Services team. The Support Services team has an emphasis on excelling in customer service and is the initial point of contact for customers with enquiries relating to land use and development, pre-application discussions, lodgement of applications, completeness checks, quality control and dispatch of determinations and certificates as well as preliminary functions of neighbour notification and other related administrative functions within the team.

POSITION PURPOSE

- To lead the Support Services team.
- To manage the internal operations and continuous improvement of the Council's interface with the NSW Planning Portal.
- To assist the Managers, ensuring the Department operates smoothly and efficiently by providing high level and outstanding administrative assistance.

This role also manages the day to day support for the Development Services team by assisting in the timely assessment of development applications, as well as working with the Sutherland Shire Local Planning Panel and Sydney South Planning Panel.

STRUCTURE



POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Provide advice, support to and supervision of the Support Services team in relation to the processing of DAs and other relevant assessment duties	<p>Supervise staff who:</p> <ul style="list-style-type: none"> undertake administrative tasks such as application acceptance, generation of referrals and neighbour notification procedures for applications. organise and coordinate the various functions of panels and groups related to the Development Services team such as Sydney South Planning Panel, Sutherland Shire Local Planning Panel, Design Review Forum and any other relevant panels where required. Coordinate meetings between relevant stakeholders. Manage and distribute incoming correspondence and issue acknowledgement to customers when required. <p>and assist in undertaking those tasks when required.</p>

	<p>Ensure workload is allocated according to the adopted procedures and appropriate priorities set.</p> <p>Educate and train staff in the processes and procedures required for the processing of all applications.</p> <p>Assist the Senior leadership staff and Manager with other duties.</p> <p>Disciplinary problems are brought to the attention of the Manager.</p> <p>Effectiveness of new procedures to be determined by set performance indicators</p> <p>No grounds for complaint from Council's customers relating to lack of information/lack of co-operation (keeping people informed is a major responsibility of the position).</p> <p>There is to be no example of inaccurate or professionally unsound advice to Council's customers.</p> <p>Success rate in resolution of issues with customers.</p> <p>All communications with Council customers meet Council's service standards.</p> <p>Carry out other administrative and operational duties as directed by the Manager or senior staff.</p>
Provide detailed reports as necessary/directed	All statutory obligations are met.
Report to the Manager any significant issues and concerns at the earliest possible occasion	
<p>Monitor workload information regularly and take prompt action to reallocate work when necessary.</p> <p>Key issues for supervision, mentoring and appraisal are;</p> <ul style="list-style-type: none"> ▪ Staff achieve appropriate output and quality performance targets. ▪ Staff act within delegations and comply with adopted procedures in assessing applications. ▪ Staff use the Tech1 system (or relevant system) appropriately and effectively. ▪ Bring poor performance to the attention of the Managers. 	<p>Timely reporting ensuring staff meet target dates is a major responsibility of the position.</p> <p>Any problems with staff performance are documented and addressed appropriately without delay.</p>
Process development applications in accordance with legislation and policy	Support the timely determination of Development Applications in accordance with DA process (meeting target dates is a major responsibility of the position).

	To ensure statutory timeframes are met by the team.
Provision of quality customer service and managing difficult customers	<p>No reasonable complaints from Council's assessment stakeholders (keeping people informed is a major responsibility of the position).</p> <p>No reasonable cause for any Councillors or senior management to be dissatisfied with performance.</p>

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications Certificates or Licences	Essential	<ul style="list-style-type: none"> • Tertiary qualifications in Business Administration or similar.
	Desirable	<ul style="list-style-type: none"> ▪ Tertiary qualifications in an area related to environmental planning and assessment such as a Degree or post graduate qualifications in Town Planning/Urban & Regional Planning.
Experience or skills	Essential	<ul style="list-style-type: none"> ▪ Demonstrated experience in supervising staff and setting objectives, both short and long term, with follow up performance monitoring, including overseeing process and output, setting targets and monitoring goals, providing feedback on performance; ▪ Sound experience in providing business, coordination and administration support at a senior level with proven capacity to support high profile projects in a high-pressure environment; ▪ Being adaptable and flexible to manage competing priorities in a demanding and complex work environment; ▪ Identifying and implementing system improvement that contribute to business efficiency; ▪ Strong organisational skills; ▪ Demonstrated experience using computer software programs including Microsoft Office; ▪ Demonstrated commitment to customer service; ▪ Ability to work within a team environment; ▪ Advanced clerical & administration skills and knowledge; ▪ Experience with the NSW Planning Portal.
	Desirable	<ul style="list-style-type: none"> ▪ Local Government experience; ▪ Experience in OneCouncil; ▪ Demonstrated understanding of a range of activities undertaken in Development Assessment in a Local Government context.

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> ▪ Decision making: Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them. ▪ Goals oriented: Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them ▪ Critical thinking: Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders. ▪ Communication skills: able to articulate complex and technical matters in simple terms.
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- **People skills:** empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary.
- **Team focussed:** Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues

OUR VALUES

Behaviours

- **Collaborate** - We are a united team. We work together to deliver great outcomes for our community. Be open and welcoming, genuinely connect to others, include others, work together as one.
- **Achieve** – We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community.
- **Respect** – We communicate openly, act with integrity and are inclusive. Be honest and trustworthy, do what you say you will put yourself in the other person's shoes, listen to what's important to others
- **Evolve** – We look for opportunities and embrace change, championing new ideas, and celebrating solutions. Stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker

CORPORATE OBLIGATIONS

Employees	The position has direct reports.
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.
Records Management	Comply with Council's Records and Information Management Policy including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement